

August 01, 2012

Barbara Hynes



Dear Sir/Madam:

We regret to inform you that we believe that a portion of your personal health information was recently accessed without a valid reason by a Western Health employee. The individual who committed this breach of privacy was required to access certain patient information in one of our electronic systems to do their job. However, we believe that this access was abused. **This individual is no longer employed with Western Health.**

When we became aware of this suspicious activity in mid-May, we launched an extensive investigation, reviewing thousands of audit records going back approximately eleven months. Based on our findings, we have identified you as one of the patients whose information appears to have been accessed without a valid reason. We cannot say with certainty the specific information that was accessed. However, we do know that the individual involved may have seen the following information:

- Your demographic information including your address, age, and religion;
- The name of your stated next of kin and your emergency contact person;
- Registration information about visits to our facilities including the reason for visit;
- A list of any diagnostic or surgical procedures that you may have undergone during these visits.

This individual was not able to access detailed medical information such as diagnoses, medications, operative reports, lab results, or clinicians' notes.

The privacy of our clients, patients, and residents is of utmost importance to Western Health. We view this incident as a very serious breach of patient privacy. We are reviewing our processes and conducting further privacy training to prevent a similar incident from happening again. We are also enhancing our monitoring and auditing tools to further deter inappropriate access.

**We sincerely apologize for the fact that your privacy has been breached as a result of this incident.** If you wish to speak to someone directly about the specifics of your case, please call 1-855-637-6160.

Regretfully,

A handwritten signature in cursive script, appearing to read "Susan Gillam".

Dr. Susan Gillam,  
Chief Executive Officer

A handwritten signature in cursive script, appearing to read "Devon Goulding".

Devon Goulding,  
Vice President, Finance and Decision Support